

**PHILLIPS COUNTY TELEPHONE COMPANY
PHILLIPS COUNTY COMMUNICATIONS, INC.**

DEFINITIONS

The Company utilizes the following definitions in its business and services:

Access Code – A sequence of numbers that, when dialed, connect the caller to the provider of operator services associated with that sequence.

Access Coordination – Provides for the design, ordering, installation, coordination, preservice testing, service turn-up and maintenance on a Company provided Local Access Channel

Access Line – A communication channel which is used for access to a Company service point.

Access Line Group – An access line or number of access lines from a single Customer or authorized user location which have the same termination characteristics and which are arranged in a hunting sequence.

Accounting Code – A multi-digit code, which enables a Customer to allocate long distance charges to internal accounts.

Additional Increments – The rate element used to bill for the chargeable time when a call continues beyond the initial minute.

Administrative Change – A change in Customer billing address or contact name.

Aggregator – Any person or entity, that is not an operator service provider and that in the ordinary course of its operations makes telephones available to the public or transient users of its premises, or university for telephone calls between states that are specified by the user using an operator service provider.

Alternate Access – Alternate Access is a form of Local Access except that the provider of the service is an entity other than the Local Exchange Carrier, authorized or permitted to provide such service. The charges for Alternate Access may be subject to private agreement rather than published or special tariff if permitted by applicable governmental rules.

Analog Transmissions – Denotes information transmitted in the form of continuously varying signal current and/or voltage.

Answer Supervision – An electrical signal fed back up the line by the local telephone company at the distant end of a long distance call to indicate positively the call has been answered by the called phone.

Application for Service – A Company order form which includes all pertinent billing, technical and other descriptive information which will enable the Company to provide a communication service as required.

ASR – ASR (Access Service Request) means an order placed with a Local Access Provider for Local Access.

Authorization Code -- A numerical sequence which enables a Customer to access a carrier or Service and which is used by the Company to identify the Customer for billing purposes.

Authorized User – A person, firm, corporation, or any other entity authorized by the Customer to utilize the Company's or another carrier's service under rules and conditions applicable to the service.

Autodialer – A device which allows the Customer to dial pre-programmed telephone numbers, such as the Company access number or authorization codes, by pushing one or two buttons. Dialers can be bought as a separate device and added to a phone.

Automatic Numbering Identification (ANI) – A type of signaling provided by a local exchange telephone company that automatically identifies the local exchange line from which a call originates.

Bandwidth – The total frequency band, in hertz, allocated for a Channel.

Bill Date – The date on which billing information is compiled and sent to the Customer.

Billed Party – The person or entity responsible for payment of the Company's service as follows:

For an Operator Assisted Call:

in case of a Calling Card or Credit Card call, the holder of the calling card or credit card used by the Consumer;

in case of a Collect or Third Party call, the one responsible for the local telephone service at the telephone number that agrees to accept charges for the call; and in the case of a Room Charge Call, the Customer.

For a Direct Dial Call:

Direct dial calls are billed to the originating live number, or the party assigned the Company's authorization code used to complete the call.

Billing Period – The interval between Customer invoice to Customer invoice that shall consist of approximately 30 days.

Business Service – The phrase "Business Service" means telecommunications service provided to the Customer for use primarily or substantially for a business, professional, institutional or other occupational purposes.

Call – A completed connection between the Calling and Called Stations.

Called Station – The telephone number called.

Calling Station – The telephone number from which a call is placed.

Calling Card Call – A call for which charges are billed, not to the originating telephone number, but to a telephone calling card issued by a local exchange or long distance telephone company for this purpose.

Cancellation of Order – A Customer initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

Central Office – A Local Exchange Carrier switching system where Local Exchange Carrier Customers station loops are terminated for purposes of interconnection to each other and to trunks.

Channel – The path for electrical transmission between two or more points.

Collect Call – A billing arrangement that bills the charge for a long distance call to the called station's telephone number. The person agreeing to accept the call, whether or not they are a pre-subscribed customer of the Company shall be responsible for all charges related to the call. Regardless of whether the person is a Customer of the Company or the individual receiving such a collect call, he or she shall be subject to the provisions of these Terms and Conditions that are applicable to the call accepted.

Commission – The Federal Communications Commission.

Company – Phillips County Telephone Company and/or Phillips County Communications, Inc. (PCCI), and its successors and assigns.

Connecting Carrier – A telecommunications company, which may be either an interexchange or a local exchange carrier, that supplies the Company with facilities to originate or terminate the Company's long distance service.

Consumer – The term consumer means a person initiating any telephone call using operator services.

Customer – A subscriber of any of the Services provided by the Company.

Customer Dialed Calling Card Call – A Calling Card Call that does not require intervention by an attended operator position to complete.

Customer Premises/Customer's Premises – Locations designated by a Customer where service is originated/terminated whether for its own communications needs or for the use of its resale Customers.

Customer Provided Equipment – Telecommunications terminal equipment or Customer provided electronic equipment that is located at the Customer's residence or place of business.

DS-0 – DS-0 means Digital Signaling Level Service and is a 64 Kbps signal

DS-1 – DS-1 means Digital Signal Level 1 Service and is 1.544 Mbps.

Dedicated Access Service – The generic term for a service in which the Customer's traffic passes over an access line connecting the Customer's premises to a LEC switch, which is used solely for that Customer's traffic.

Designated Service Date – Denotes the Customer specified installation date requested at the time the order for service is initiated. If the Company finds it cannot provide service by that date, the designated service date becomes that date specified by the Company on which the installation of service can be performed.

Designated Service Point – The Customer designated point of termination of a Local Distribution Channel. The designated service point may be a Customer or authorized user premises or a local exchange company central office or Centrex station.

DISA (Direct Inward System Access) – A feature of a PBX or telephone system which allows an outside caller to dial directly into the telephone system and access the system's features. A Customer would typically use this feature for making long distance calls away from the office using the Customer's less expensive business long distance lines.

Disconnection – The disconnection of a circuit, dedicated access line or port connection being used for existing service.

Domestic Interstate Message Telecommunications Service – The furnishing of direct dial and operator assisted domestic interstate switched network services to the Customer for the completion of long distance voice and dial up low speed data transmissions over a voice grade channel between and among points within the United States.

Due Date – The date on which a payment to the Company is due.

End User – An individual or entity designated by the consumer to be responsible for the payment of calls placed using the Company's services.

Equal Access – A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Pre-subscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

Excessive Call Attempts – An attempt to make a call over the Company's network using an invalid authorization code during a measured 15 minute period within which 10 or more incomplete call attempts are made from the same access line, and where those attempts do not complete because an invalid authorization code(s) was used.

FCC – Federal Communications Commission

Foreign Exchange Service – Foreign exchange service provides subscribers with the capability of local dialing in a remote exchange via private line services.

Hertz – Is a unit of frequency equal to one cycle per second.

Holiday – One of the following Federally recognized Holidays: Independence Day, Memorial Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day. The Company reserves the right to recognize additional Holidays based on business customs in the local territory served by the Company.

Inbound Service – Denotes a service where the subscriber has a toll-free number, such as an 800 or 888 prefix whereby the caller does not incur a toll charge.

Individual Case Basis – Individual Case Basis (ICB) determinations involve situations where complex or unusual Customer-specific arrangements are required to satisfactorily serve the Customer. The nature of such service requirements makes it difficult or impossible to establish general provisions for such circumstances. When it becomes possible to determine specific terms and conditions for such offerings, they will be offered pursuant to such terms and conditions.

Initial and Additional Period – The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

Initial Minute – The rate element used to bill for the first chargeable minute, or fraction thereof, of a call.

Installation – The connection of a circuit, dedicated access line, or port for new, changed or an additional service.

International Message Telecommunications Service – The furnishing of station-to-station direct dial international switched network service for the completion of long distance transmissions over voice grade channels to other countries.

Interruption – Interruption shall mean a condition whereby the service or a portion thereof is inoperative, beginning at the time of notice by the Customer to the Company that such service is inoperative and ending at the time of restoration.

Kbps – Kilobits per second.

Line Haul Mileage – Denotes mileage distance between the Company terminal office sites.

Local Access Line or Local Distribution Channel – The facility consisting of the necessary equipment and local telephone company lines which are required to interconnect the Customer's or authorized user's premises to a Company Service Point within the same local exchange area or extended service area.

Local Access Transport Area (LATA) – A geographical area established for the provision and administration of communications service of a regional Bell operating system.

Local Access Provider – Local Access Provider means an entity providing local access.

Local Calling Area – Denotes a geographic area in which a Local Exchange Carrier end user may complete a call without incurring long distance charges.

Local Exchange Area – The term "Local Exchange Area" denotes a unit established by the Company for the administration of communications services in a specified area which usually embraces a city, town, or village and its environs. Specific definitions of the Company local exchange areas are available upon request.

Local Exchange Carrier (LEC) – The local telephone utility that provides local telephone exchange and access services.

Local Time – The time observed, standard or daylight savings, at the rate center associated with the originating point of the call.

Mbps – Megabits per second.

Member – A member of the Company.

Message – Represents an interexchange toll call for which appropriate charges shall be assessed.

Measured Charge – A charge assessed on a per minute basis in calculating a portion of the charges due for a completed Operator Assisted, Direct Dial Call, Credit Card or Third Party Call.

Measured Service – The provision of interstate long distance measured time communications telephone service to Customers who access the Company's service at its switching and call processing equipment by means of access facilities obtained from a local exchange carrier. The Company is responsible for arranging for the access line.

Mileage Rate Band – Mileage interval used to establish rates for the Company services.

Minimum Average Time Requirements (MATR) – A generic term indicating a specific period of time, used in the determination of usage charges, which represents the minimum average duration of calls completed during a billing period.

Modem – A device that modulates and/or demodulates signals from proper transmission via dedicated or switched facilities.

Multiple Channel Service – Is a service offering whereby a Customer may order more than one leased channel where the line haul mileage of the channels falls within the same Mileage Rate Band.

Multiplexing – Multiplexing, or "muxing," is the sequential combining of lower bit rate private line services onto a higher bit rate private line service for more efficient facility capacity or vice versa.

N/A – Not available.

N/C – No charge.

Nonrecurring Charges – Nonrecurring charges are one-time charges.

Normal Business Hours – Normal business hours are represented by the period between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding Holidays.

Operator Assisted Call – A telephone connection completed through the use of the Company's operator services.

Operator Service Charge – A non-measured (fixed) surcharge that is added to a measured charge in calculating the total charges due for a completed Operator Assisted Call.

Operator Services – Any telecommunications service that includes, as a component, any automated or live assistance afforded to a Consumer to arrange for the billing and/or completion, of a telephone call that is specified by the user through a method other than:

Automatic completion with billing to the telephone from which the call originated;

Completion through an access code or a proprietary account number used by the Consumer, with billing to an account previously established with the carrier by the consumer; or

Completion in association with directory assistance services.

Other Communications Common Carrier – A government regulated entity offering communications services to the public.

Payment Method – The manner which the Customer designates as the means of billing charges for calls using the Company's service(s) or charges for other Company services.

PCCI Internet Service – The Internet access service known as PCCI Internet Service, including all Software, downloadable materials, and other information that relates to PCCI Internet Service and the PCCI Web Site.

Point of Presence – Locations where the Company maintains through its own facilities or through arrangements with other carriers an operations center for purposes of providing long distance service.

Premises – All buildings occupied by the Customer and/or the Customer's authorized user on a contiguous property (except railroad right of way, etc.) not intersected by a public road.

Pre-subscribed Provider of Operator Services – The provider of Operator Services to which the Consumer is connected when the Consumer places a call using a provider of Operator Services without dialing an access code.

Rate Center – A specified geographical location used for determining mileage measurements.

Responsible Organization (Resp. Org.) – The carrier entity that has responsibility for the management of 800 numbers in the Service Management System (SMS) including maintaining Customer records in the SMS system. Also, the entity which accesses the SMS to: a) search for and reserve 800 numbers; b) create and maintain 800 number Customer records, including call processing records; and c) provide a single point of contact for trouble reporting. The SMS recognizes one Resp. Org. for each 800 number.

Restore – To make service operative following an interruption by repair, reassignment, rerouting, substitution of component parts, or otherwise, as defined by the carrier(s) or provider involved.

Room Charge Call – A call charged to a room in a public facility as to a hotel room.

Service – Service means any or all services provided by or available through the Company.

Service Agreement – Any agreement between the Company and a Customer pursuant to which a Service is provided to the Customer by the Company.

Service Commitment Period – The term elected by the Customer and stated on the service order during which the Company will provide one or more Services subscribed to by the Customer.

Service Control Point (SCP) – The real-time data base system in the service network that contains instructions on how Customers wish their calls to be routed, terminated or otherwise processed.

Service Points – Those cities from which the Company makes its Services available to its customers.

Serving Wire Center – A specified geographic point from which the vertical and horizontal coordinates are used in calculation of airline mileage.

Software – Any software, owned by the Company or a third party, that relates to the Customer's use of the PCCI Internet Service, that enables the PCCI Internet Service to function or that the Company makes available to the Customer in connection with the PCCI Internet Service or other Company Services requiring the use of software.

Special Access Line (SAL) – A dedicated Analog DAL or digital T-1 Access Line(s) directly connecting a Customer's telephone equipment to the long distance provider without using the Local Exchange Carrier's switching equipment.

Special Promotions Offerings – Special trial offerings, discounts, or modifications of the Company's regular service offerings which the Company may, from time to time, offer to its Customers. Special Promotions Offerings may be limited to certain dates, times and locations.

Special Services – Denotes service provided and performed by the Company involving special engineering, design, programming, development or production activities to provide services requested by a Customer to meet special needs not otherwise provided under the Company's general or special Terms and Conditions.

Station – Any location from which a message can be originated or received.

Station-to-Station Call – A call placed to a telephone number, with the understanding that the caller will speak to any person who answers the called number.

Subscriber – A person or other entity that selects a telecommunications company to be the Pre-subscribed Provider of Operator Services for one or more locations within that person or entity's control.

Switched Access Origination/Termination – Where access between the Customer and the interexchange carrier is provided on local exchange company feature group circuits and the connection to the Customer is an LEC provided business or residential access line. The cost of switched feature group access is billed to the interexchange carrier.

Switched Access Service – Provides the ability to originate and terminate calls between two end user's Premises over facilities of the telephone company.

T1 – Digital transmission facility operating with a nominal bandwidth of 1.544 Mbps. Also known as Digital Signal Level 1 (D1). Composed of 24 DS-0 channels in many cases. The T1 digital transmission system is the primary digital communication system in North America.

Telecommunications – The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or any other form of intelligence over dedicated or switched facilities.

Terminal Equipment – Devices, apparatus, and their associated wiring such as teleprinters, telephone hand sets, or data sets used for origination or termination of telecommunications services.

Third Number Billing – An Operator Assisted Call for which charges are billed not to the originating number but to another telephone number which is neither the originating nor the terminating telephone number.

Third Party Contributors to Service – The Company's officers, directors, employees, agents, licensors, suppliers, distributors, and any third-party providers or distributors of the PCCI Internet Service or Software or third-party information providers to the PCCI Internet Service (including any third party sponsoring a Web Site that the Company by agreement establishes as a default home page for a Member or otherwise provides a hyperlink to or from the PCCI Internet Service)

Travel Card Call – A service whereby the Customer or Authorized User dials all of the digits necessary to rout and bill a call placed from a location other than his or her residence or normal place of business. Service is accessed via a "1-800" or other access code dialing sequence.

United States – The forty-eight contiguous states, the District of Columbia, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

V & H Coordinates – Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purpose of rating calls.

Vertical Features – Services such as call validation, "Plain Old Telephone Service" (POTS) number translation, and provision of statistical information on the Customer's 800 traffic, which may be obtained by the Company from local exchange company access tariffs on behalf of 800 Service Customer for which the Company serves as Resp. Org.

Voice-Grade Channel – Denotes a communications channel with a nominal bandwidth of 4,000 hertz.

WATS – Wide Area Telecommunications Service.